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**From:** Rick Grant <rgrant@oit.umass.edu>  
**Sent:** Monday, January 10, 2011 11:16 AM  
**To:** 'Hanchett, James (DPH)'  
**Subject:** RE: Phone for 545-2601

Hi, Jim;

According to our records, 5-2601 was being billed as a model 601 instrument, not a higher model instrument. It sounds like instruments may have been swapped at some point. Our records show that 5-5999 and 5-6604 should be model 661 instruments and 5-6600 should be a model 631 instrument. You can contact me directly at 5-3094 if you wish.

Rick

Richard J. Grant  
Design Specialist/Customer Service  
UMass Telecommunication Services  
101 University Drive, Suite B1  
Amherst, MA 01002-2376  
413.545.2171

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**From:** Hanchett, James (DPH) [<mailto:James.Hanchett@state.ma.us>]  
**Sent:** Monday, January 10, 2011 11:07 AM  
**To:** 'rgrant@oit.umass.edu'  
**Subject:** Phone for 545-2601

Hi Rick,

When you installed phones for us through Steve Lobik in Morrill I Room N251 on 12/30/10 you gave us the basic phone on 545-2601 and we are paying for the next phone model higher. Could you please check this out?

Thanks.

Jim

Jim Hanchett  
Amherst Drug Lab  
Room N251 Morrill I  
637 North Pleasant Street  
Amherst, Ma 01003  
Phone 413-545-2607  
Fax 413-545-2608